

Claims 1-41: cancelled.

1 42(previously presented). A system for composing dialogs to be
2 executed for providing and receiving information to and from remote human
3 subjects by telephone, comprising:

4 at least one programmed processor coupled to a memory and to an
5 operator interface, wherein the processor is programmed to compose and
6 store a dialog under control of a human configuror, which dialog is thereafter
7 executable to accomplish input and output operations over a telephone
8 network between a remote subject and a data repository;

9 wherein the processor is programmed to present a wizard defining a
10 predetermined sequence of step-by-step instructions and to accept responses
11 via the operator interface, wherein said responses via the operator interface
12 constrain subsequent instructions so as to compose a plurality of dialog
13 components and applicable options, wherein said dialog components have
14 predefined behaviors that interact with one another, with the subject and with
15 the data depository, according to said selections of the dialog components, a
16 sequence of the dialog components and selected said applicable options; and,

17 whereby the configuror can assemble an operational dialog using the
18 processor and the configuror need not understand specifics of the behaviors
19 and interactions of the dialog components.

1 43(previously presented). The system of claim 42, wherein the
2 behaviors of the dialog components comprise:

3 at least one data repository access operation for at least one of storing
4 and retrieving data that is particular to a subject,

5 at least one audio playback behavior for one of reading and recording
6 an audio clip for a subject, and

7 at least one remote data input operation for accepting a subject-specific
8 input value,
9 at least one data storage operation for storing a subject-specific output
10 value.

1 44(previously presented). The system of claim 43, wherein the
2 behaviors of the dialog components further comprise at least one conditional
3 operation wherein an executed sequence of the dialog components is varied
4 according to at least one of said data that is particular to the subject, said
5 subject-specific input value, and a value that is derived using at least one of
6 said data and said input value.

1 45(previously presented). The system of claim 43, wherein the
2 behaviors include at least one predefined said conditional operation
3 comprising distinguishing among an answering machine remote subject
4 response, a human remote subject response, a response of a predetermined
5 human versus a response of an unknown human, and a lack of response
6 determined from at least one of a continued ringing, detection of a busy signal,
7 and silence.

1 46(previously presented). The system of claim 43, wherein the
2 behaviors include at least one predefined said conditional operation
3 comprising prompting for a response from the remote subject and
4 distinguishing for at least one expected possible response from the remote
5 subject versus a different response from the remote subject.

1 47(previously presented). The system of claim 46, wherein the
2 behaviors include at least one predefined said conditional operation
3 comprising distinguishing among at least two potential expected audio

4 responses and an unexpected response, and wherein said responses
5 comprise at least one of audio and numeric tone signals.

1 48(previously presented). The system of claim 43, wherein operation
2 of the dialog includes generation and storage in the memory of at least one of
3 a dialog creation summary and a call report summary.

1 49(previously presented). The system of claim 42, wherein the options
2 include at least one policy option relating to outgoing communications,
3 comprising an automated schedule affecting at least one of execution time and
4 execution date for a behavior; a maximum number of repeated attempts of a
5 dialog; and, a maximum number of calls to be delivered concurrently.

1 50(previously presented). The system of claim 42, wherein the options
2 include at least one policy option relating to incoming communications,
3 comprising an automated schedule affecting execution date for a behavior.

1 51(previously presented). The system of claim 49, wherein the options
2 include at least one policy option relating to incoming communications,
3 comprising an automated schedule affecting execution date for a behavior.

1 52(previously presented). The system of claim 45, wherein the options
2 include at least one policy option comprising:
3 a maximum number of repeated attempts of a behavior within a dialog;
4 and,
5 a selection among alternative audio playback messages.

1 53(previously presented). The system of claim 49, wherein the options
2 presented for selection by the configurator comprise associating at least one

3 said policy option with a subset of the remote human subjects determined by
4 information regarding said remote human subjects from the data depository.

1 54(previously presented). The system of claim 50, wherein the options
2 presented for selection by the configuror comprise associating at least one
3 said policy option with a subset of the remote human subjects determined by
4 information regarding said remote human subjects from the data depository.

1 55(previously presented). The system of claim 44, wherein the
2 conditional operation comprises at least one of:

3 if/then conditional execution of a behavior determined according to a
4 variable value determined from at least one of said data that is particular to the
5 subject, said subject-specific input value, and a value that is derived using at
6 least one of said data and said input value;

7 looping execution of a behavior determined according to said variable
8 value;

9 establishing error conditions arising from one of presence and absence
10 of said variable value; and,

11 repeating execution of a behavior upon one of presence and absence
12 of said variable value.

1 56(previously presented) The system of claim 44, wherein the
2 conditional operation comprises varying execution of a behavior as a result of
3 a comparison of said variable value to one of another variable value and a
4 constant value.

1 57(previously presented). The system of claim 42, wherein the
2 processor is programmed to offer to the configuror at least one composed
3 dialog having a function provided by a sequence of said behaviors.

1 58(previously presented). The system of claim 57, wherein the function
2 comprises at least one of: attempting telephone communications with a list of
3 remote subjects by telephone number; confirming establishment of a
4 connection to a telephone number expected for a given remote subject;
5 distinguishing between a connection with a human and a connection with an
6 automated answering device; reading out at least one data value for potential
7 confirmation by the remote subject as accurate; providing to the remote
8 subject an option of at least two potential choices and recording a choice of
9 the subject in the data repository; looping through a given sequence of
10 behaviors; retrying upon detection of at least one error condition; and
11 transferring the connection.

1 59(previously presented). The system of claim 43, wherein the
2 processor is programmed to offer to the configuror for selection at least one
3 composed dialog having a function provided by a sequence of said behaviors
4 that comprise at least one of: attempting telephone communications with a list
5 of remote subjects by telephone number; confirming establishment of a
6 connection to a telephone number expected for a given remote subject;
7 distinguishing between a connection with a human and a connection with an
8 automated answering device; reading out at least one data value for potential
9 confirmation by the remote subject as accurate; providing to the remote
10 subject an option of at least two potential choices and recording a choice of
11 the subject in the data repository; looping through a given sequence of
12 behaviors; retrying upon detection of at least one error condition; and
13 transferring the connection.

1 60(previously presented). The system of claim 43, wherein the
2 processor is arranged to produce a dialog creation summary and an

3 interactive call report summary in connection with composing and running a
4 dialog, respectively.

1 61(previously presented). The system of claim 42, wherein
2 complexity of the dialog components is discretized according to who is
3 contacted, a content conveyed during contact, and when and how contact is
4 made.

1 62(previously presented). The system of claim 61, wherein the wizard
2 defines a contacts wizard for selecting with whom contacts are made,

1 63(previously presented). The system of claim 61, wherein the wizard
2 defines a policy wizard for selecting how a dialog will be delivered,

1 64(previously presented). The system of claim 42, wherein the wizard
2 defines an audio wizard for determining what audio will be delivered.

1 65(previously presented). The system of claim 42, wherein the wizard
2 defines a dialog wizard for assembling components for specific interactions.

1 66(previously presented). The system of claim 42, wherein the dialog
2 components that are offered to the configuror for selection are limited by the
3 processor and are provided by the processor with limited selectable options,
4 determined according to programming of the processor to be operational.

1 67(previously presented). A method for composing and executing
2 dialogs for providing and receiving information to and from remote human
3 subjects by telephone, using an operator interface including a programmed
4 processor coupled to a memory, wherein the processor is programmed to
5 compose and store a dialog under control of a human configuror, which dialog
6 thereafter executable to accomplish input and output operations over a

7 telephone network between a remote subject and a data repository, the
8 method comprising the steps of:

9 composing the dialog according to a programmed process wherein the
10 processor operates a dialog composition wizard, the wizard defining a
11 predetermined sequence of step-by-step instructions by which selections are
12 offered to the configurator and responses are accepted via the operator
13 interface, wherein said responses via the operator interface constrain
14 subsequent instructions by which further selections are offered to the
15 configurator consistent with the responses, and further responses to the further
16 selections are accepted, thereby composing the dialog to contain a plurality of
17 dialog components and applicable options, wherein said dialog components
18 have predefined behaviors that interact with one another, with the subject and
19 with the data depository, according to said selections and further selections;

20 whereby the configurator can assemble an operational dialog using the
21 processor and the configurator need not understand specifics of the behaviors
22 and interactions of the dialog components; and,

23 executing the dialog to accomplish the input and output operations
24 between the remote human subjects and the data depository.

1 68(previously presented). The method of claim 67, wherein the
2 behaviors of the dialog components comprise:

3 at least one data repository access operation for at least one of storing
4 and retrieving data concerning a subject,

5 at least one audio playback behavior for one of reading out an audio
6 clip for a subject,

7 at least one remote data input operation for accepting a subject-
8 specific input value from the subject,

9 at least one conditional branching determined according to at least
10 one of the data concerning the subject and the subject-specific input value,

11 at least one data storage operation for storing in the data depository
12 an output value derived from the subject specific input value

1 69(previously presented). The method of claim 68, wherein the
2 conditional branching is determined at least partly by one of success and
3 lack of success in obtaining an expected value for at least one of the data
4 concerning the subject and the subject-specific input value.

1 70(previously presented). The method of claim 69, wherein the
2 conditional branching is determined at least partly by lack of successful
3 completion as determined by lack of answer, answering machine answer and
4 answer by a recipient other than an intended recipient.